GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:3862
ANSWERED ON:17.08.2000
LOSSES TO RAILWAYS DUE TO DEFECTIVE COMPUTERS
PUTTASWAMY GOWDA;UTTAMRAO NATHUJI DHIKALE

Will the Minister of RAILWAYS be pleased to state:

(a) the total loss suffered by Railways due to defective computers particularly on account of Ticket Booking during the last two years, year-wise/division-wise;

(b) whether any enquiry has been conducted to pin point the responsibility;

(c) if so, the findings thereof; and

(d) the action taken thereon?

Answer

Minister of State in the Ministry of Railways (SHRI DIGVIJAY SINGH)

(a) Occasional interruptions do take place in the computerised passenger reservation ticket booking service due to the defects in various related systems/equipments. While this results in delay in the service to the passengers, they can still book the tickets as and when the system is restored. If the system failure is localized at one place, the service is still available across the entire network of Indian Railways covering 547 locations. As such, no monetary losses on this account accrues to the Railway.

(b) to (d): Adequate machinery exists to identify the causes and rectify the defects. To maintain a satisfactory level of service, system hardware, application software, telecom and electrical infrastructure are upgraded from time to time. Replacement of old equipments is done regularly to minimise failures. All such cases are duly investigated and remedial action taken. Annual maintenance contracts take care of preventive and failure maintenance management.